

## **Primary Agency**

Department of Social and Health Services

## **Supporting Agencies and Organizations**

Department of Agriculture  
Department of Commerce  
Department of Early Learning  
Department of Enterprise Services  
Department of Health  
Washington State Commission for Community and National Service  
Washington Military Department  
Emergency Management Division  
American Red Cross

## **INTRODUCTION**

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### **Purpose**

Emergency Support Function (ESF) 6 coordinates the mass care, emergency assistance, housing and human services responses by state agencies and non-governmental organizations. ESF 6 is responsible for providing related guidance to local jurisdictions and tribal governments, as necessary, to assist in all phases of the emergency management cycle.

### **Scope**

When the mass care, emergency assistance, housing or human services response to an emergency or disaster has, or is likely to, exceed local capabilities and resources, the jurisdiction or tribal government may request support from the state to meet its related needs.

- Mass Care is the capability to provide immediate shelter, feeding centers, basic first aid, bulk distribution of needed items and related services to persons affected by a disaster.
- Emergency Assistance meets life-safety needs of persons surviving the disaster; supports service animals and household pets; coordinates donated goods and coordinates voluntary agency assistance.
- Housing refers to the post shelter housing needs such as rental assistance, repair, rehabilitation or replacement of housing. See *Appendix 1. Long Term Disaster Housing Plan*.
- Human Services response depends on the type, duration and degree of the disaster and may include assistance with processing applications for a variety of state funded or administered benefits, loans, grants and other services.

### **Policies**

ESF 6 related services will be provided without regard to color, national origin, sex, age, marital status, personal appearance, sexual orientation, disability and economic status or regard to racial, religious, political, ethnic or other affiliation.

State agency personnel may be requested to serve in the State Emergency Operations Center (SEOC) or at other locations on an ESF 6 assignment and must be ready to be self-sufficient for a minimum of 72 hours.

The ESF 6 Lead is not a direct provider of services to persons displaced or otherwise affected by the disaster.

The ESF 6 Lead coordinates the combined efforts of all involved agencies and organizations, which may include activities such as facilitating, organizing, monitoring and applying direct and indirect methods to support an effective response.

ESF 6 planning and training shall include individuals with disabilities and other functional needs and organizations that represent them.

## **SITUATIONS AND ASSUMPTIONS**

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### **Situations**

Disasters often occur without warning. ESF 6 may be required to support jurisdiction or tribal sheltering, feeding and/or first aid sites with little or no advance notice.

Some people evacuating from an unsafe condition may have disabilities or other functional needs.

People with disabilities or other functional needs may require additional support services and considerations in an evacuation or sheltering situation.

Medical sheltering is the responsibility of the Department of Health as a support agency for ESF 6. ESF 8 will provide support.

Local jurisdictions and tribal governments should plan for the rescue, evacuation, shelter and feeding of pets. The Washington State Department of Agriculture provides support to ESF 6 for pet sheltering.

### **Assumptions**

The state does not identify in advance funding sources to support a local jurisdiction or tribal government's disaster response.

The state is not a shelter provider. The state neither owns nor leases buildings specific for this purpose.

Local jurisdiction and tribal government ESF 6 providers may have emergency response plans and sufficient resources to adequately respond to mass care needs during the initial stages of an incident. This is dependent on the size of the jurisdiction and how it is organized.

ESF 6 is short-term and supports life-safety activities and services to assist disaster affected persons to return to living independently.

All available government, non-government, volunteer and private sector resources will be used to meet ESF 6 disaster response needs.

Individuals in need of disaster response assistance may include those who: have disabilities; live in institutionalized settings; are elderly; are children; who are from diverse cultures; have limited English proficiency or are non-English speaking or are transportation disadvantaged.

People with disabilities or functional needs before, during and after a disaster may require support to maintain independence, communicate, access transportation or may require supervision and/or medical care.

People with disabilities or other functional needs who cannot be adequately met in a general population shelter may need to be transported to other suitable accommodations.

ESF 6 support agencies under this plan will provide representatives to staff the SEOC based on situational requirements specific to the disaster. Personnel staffing from each agency shall be coordinated through the ESF 6 Lead at the Department of Social and Health Services.

All agencies and organizations under this plan will develop appropriate procedures and guidelines consistent with the responsibilities assigned to them under this plan.

## **CONCEPT OF OPERATIONS**

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### **General**

ESF 6 is organized to be consistent with the National Response Framework and the National Incident Management System. These nationally accepted standards support a well-coordinated and effective response among all stakeholders at all levels.

The ESF 6 Lead and support agencies and organizations shall maintain situational awareness of the local jurisdiction and/or tribal government response to a disaster and be prepared to provide assistance in advance of receiving a request.

Life safety is the first priority of response activities.

Emergencies and disasters may require multi-jurisdictional, state and/or interstate mutual aid assistance under ESF 6 coordination. ESF 6 will coordinate horizontally and vertically with local and state support agency counterparts to identify, procure and direct the use of any required assets.

ESF 6 will evaluate and analyze the situation, develop and update assessments and implement contingency plans to address identified needs.

### **Direction, Control and Coordination**

ESF 6 response efforts shall include supporting state agencies and non-governmental organizations in the disaster communications and coordination structure. Representatives from supporting agencies and organizations shall be prepared to assume positions commensurate with the functions described in this plan.

Each agency and organization under this plan is expected to have complete and current written procedures for performing their roles, responsibilities and functions summarized in this plan. Supporting agencies and organizations shall train and exercise personnel in accordance with those procedures.

## ACTIONS

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### Planning and Mitigation

Actions and activities to develop ESF 6 response capabilities may include orientation sessions, planning, training, testing and exercises for agencies and organizations at any level of government. Agencies and organizations from other ESFs providing support to ESF 6 may be included in planning and mitigation activities.

- Collaborate in planning with ESF 6 support agencies, regional task forces and other ESFs to refine operations.
- Conduct training and exercises for SEOC and ESF 6 team members.
- Coordinate with local, tribal, state and federal partners to develop public education programs to reduce shelter demand.
- Participate in efforts at all levels to educate residents on disaster preparedness activities.
- Coordinate with supporting agencies and organizations to ensure an annually-updated shelter list is available and maintained in the National Shelter System administered by the Emergency Management Division.
- Assist ESF 1 - Transportation in identifying additional assets necessary for the evacuation and movement of people with disabilities and other functional needs.
- Coordinate with ESF 2 - Communication, Information and Warning Systems to support the development and delivery of alerts, notifications and messaging to people who are deaf, hard-of-hearing, blind, limited-English or non-English speaking or who have cognitive limitations.
- Coordinate with and ESF 11 – Agriculture and Natural Resources to develop and refine procedures for establishing and operating mass feeding sites.
- Provide information and resources to support the integration of people with disabilities and other functional needs in all phases of emergency management.
- Coordinate with ESF 7 - Logistics Management and Resource Support in establishing, managing and supplying mass care operations to support the requesting local jurisdictions and/or tribal governments.
- Collaborate with ESF 8 Public Health and Medical Services to develop timely and effective systems for delivery of functional needs support services and health and medical support to sheltering activities.

### Response

- Coordinate operations at the ESF 6 position desk in the SEOC and/or at other locations as required.
- Coordinate ESF 6 staffing in the SEOC. Supporting agencies may be called upon to supply administrative support personnel.
- Coordinate acquisition and delivery of emergency services with support agencies and organizations as requested or projected.
- Coordinate relocation of ESF 6 services and resources when they are endangered by the likely impacts of the emergency or disaster or when necessary to deliver services most effectively.

- Monitor, coordinate and direct resources requests and response activities.
- Obtain additional resources through the Emergency Management Assistance Compact (EMAC) and/or local mutual aid arrangements.

## **RESPONSIBILITIES**

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### **Primary Agency**

#### **Department of Social and Health Services**

The Department of Social and Health Services (DSHS) is the ESF 6 Lead and as such works with all levels of governmental and nongovernmental agencies and organizations and the private sector to facilitate the delivery of needed assistance to support a local disaster response. Activities and services are coordinated to prioritize life-safety support services and to avoid duplication among the involved organizations.

- Develop and promulgate standards, guidance and technical assistance.
- Provide demographic statistical data and related maps to support the local jurisdiction and/or tribal government disaster planning and response efforts.
- Administer the U.S. Department of Health and Human Services, Substance Abuse Mental Health Services Administration's Crisis Counseling Grant Program. Provide training to volunteers on preventing and recognizing secondary trauma.
- Provide all eligible persons basic assistance in meeting cash, food and medical needs. Deploy one or both Mobile Community Services Office(s) to a disaster assistance center, shelter or other location.
- Develop and test internal continuity plans to continue delivery of critical functions during and subsequent to a disaster.

### **Support Agencies**

#### **Department of Agriculture**

- Ensure the safety of food served in shelters.
- Support local efforts to provide veterinary care and shelter to service animals and pets owned by persons displaced by the disaster.

#### **Department of Commerce**

- Coordinate the State Housing Task Force to identify and respond to housing needs of the local communities.
- Distribute and make available information regarding housing assistance programs.
- Coordinate assistance options addressing both interim needs and longer term needs. Disaster housing assistance may include elements such as:
  - Rental, repair, loan or replacement assistance.
  - Housing resource referrals.
  - Identification of accessible housing.

- Referrals to other sources of housing assistance.
- Identify factors affecting disaster-related housing needs and coordinate efforts to provide housing assistance in the most effective, expedient and efficient manner available.

### **Department of Early Learning**

- Participate in developing an ESF 6 appendix addressing the needs of children in disasters.

### **Department of Enterprise Services**

- Administer the National Donations Management System. This is a virtual network connecting government, the private sector and non-profit organizations to a database to track available resources in real time.
- Support the SEOC Logistics Section in responding to ESF 6 resource requests.

### **Department of Health**

- Coordinate evacuation, movement, transfer and return of patients in hospitals and long-term care facilities.
- Support local jurisdiction and/or tribal government medical and sheltering response, including support to persons with medically related functional needs.
- Coordinate and support local Medical Reserve Corps volunteer resources.
- Coordinate responses to requests for health and medical assistance.

### **Washington Commission for National and Community Service**

- Coordinate the participation of trained and certified volunteers in support of local and tribal disaster response efforts.

### **Military Department, Emergency Management Division**

- Assemble response service agencies, organizations and resources suited to the nature and scope of the disaster to staff assistance centers. *See Appendix 2 Washington Disaster Assistance Center*
- Operate the National Shelter System under agreement with the U.S. Department of Homeland Security, Federal Emergency Management Agency to provide information to authorized agencies, organizations and individuals regarding the availability and capacity of shelters.
- Oversee reservists supporting the disaster response effort by providing preliminary damage assessments and addressing unmet needs.
- Provide direction and support to primary and supporting agencies for documenting all disaster related expenses.
- Maintain accounting records, process disaster related payments and process requests for reimbursement under the Stafford Act.

### **American Red Cross**

The American Red Cross offers the following standard services during emergencies and disasters:

- Sheltering – Open temporary, mass care, congregate shelters which provide meals, recovery information, emergency supplies and a place to rest. Support other shelters run by government or community partners with supplies and feeding, if resources permit.
- Feeding – Work through the ESF 6 Lead to provide emergency feeding for persons in shelters and those returning to their homes, either at fixed sites or through mobile delivery of food appropriate for the situation and population being served.
- Coordinate with ESF 6 for assistance when voluntary contributions do not meet the level of needed resources. Requests may be in the form of direct financial assistance, reimbursement for services and/or an agreement to purchase necessary commodities to fulfill the needs of impacted residents.
- Coordinates with ESF 6 to meet the needs of persons returning to their homes after a disaster.
- The American Red Cross Safe and Well Website allows internet inquiries on the status of colleagues, friends and relatives. It provides only the registrant's name, a date/time stamp and the safe and well messages the registrant chose using check-boxes. No personal or location information is shown.
- Welfare Information – The American Red Cross Safe and Well Website is triggered by one or more of the following:
  - Mass fatalities or injuries.
  - Disaster is catastrophic in scope.
  - Large scale evacuations.
  - Widespread power outages.
  - Affected area has a large number of residents with functional needs.
  - Considerable media coverage.
- American Red Cross trained caseworkers meet with each family individually to determine how they were affected by the disaster and the course of recovery to best meet their immediate needs. American Red Cross caseworkers work closely with the ESF 6 Lead, through the American Red Cross government liaison, to ensure persons affected by the disaster have access to all available resources.
- American Red Cross disaster mental health professionals provide psychological triage; crisis intervention; psychological support; instrumental support (i.e., taking action in support of an individual); advocacy (i.e., an intervention made on behalf of an individual and intended to benefit the person or cause being supported); problem solving and referrals during relief operations.
- American Red Cross disaster health professionals are available in shelters for emergency first aid, medical assessment, triage and replacement of emergency medications. American Red Cross Disaster Health Services Teams meet these needs through item distribution, financial assistance or referrals to community partners. In the event of other unforeseen events or situations in which human suffering is involved, the American Red Cross will coordinate with appropriate government and non-government partners to provide mass care, including shelter, feeding, first aid and other assistance to address basic human needs as resources are available to assist.

## **APPENDICES**

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1. Washington Disaster Assistance Center
2. Long Term Disaster Housing Plan